

IMPORTANT INFORMATION FOR SCE CUSTOMERS THAT HAVE BEEN EVACUATED FROM THEIR HOMES DUE TO WILDFIRES

To those customers that have lost their homes in the devastating wildfires, or have had to evacuate their homes and businesses, Southern California Edison extends its deepest sympathy to you and your families. We offer our commitment to work as quickly as possible to restore power in all of the affected areas, and will focus intently on the care and safety of our customers. The following questions and answers may provide important information for you:

What is SCE doing to restore power to areas that have been evacuated?

More than 1,000 SCE employees, with the assistance of neighboring utilities, are diligently working to restore service to affected areas. The damage to SCE poles and wires has been extensive, but we will continue to work throughout the evenings and weekends until all of our customers have service restored.

How will power to evacuated areas be restored?

Once approval has been granted by appropriate emergency personnel, SCE will enter an area to inspect and assess damage to SCE facilities and equipment. Once the assessment is complete, work will progress immediately to set new poles and string new wire.

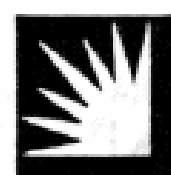
Hospitals, police stations, and other facilities offering essential public services will be restored first, followed by services to residential and business customers.

Once I am allowed back in my home, will service be restored immediately?

This will depend on the damage caused to electrical facilities in your specific area. Areas that suffered extensive fire damage may take several days to several weeks for service to be restored. If your service has not been restored once you are allowed back into your home, please follow the safety tips included on the back of this flyer.

Will special assistance be offered to customers that have been affected by the wildfires?

Customers whose homes have been destroyed, or are uninhabitable due to the wildfires will not have to pay for electricity used since the last bill they received. Qualifying residential customers can contact SCE at 1-800-250-7339. For customers facing financial hardship as a result of the fires, SCE will offer special payment arrangements. These customers may call SCE at 1-800-655-4555.



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SAFETY TIPS FOR RESIDENTIAL CUSTOMERS WITHOUT POWER

- Use a battery-operated flashlight instead of candles, which may cause a fire.
- Keep a battery-operated radio available for news and information.
- Turn off all appliances and equipment, except one light to signal when the electricity is restored.
- Maintain at least three-quarters of a tank of gasoline in your vehicle(s). Gas station pumps do not operate during power outages.
- Never connect a portable generator directly to a power line. State law requires that customers inform us when a generator is being used at a home or business. Call us at 1-800-655-4555.
- If you see a power line on the ground, stay away. Call SCE at -800-611-1911 to report a downed line.
- If service has been restored to your area, but there is no power to your home, make sure your main breaker has been reset at your electrical panel.

Important Phone Numbers:

American Red Cross, 1-866-GETINFO

California Governor's Office of Emergency Services (CEMA), 1-800-621-3362

California Road Closures, 1-800-427-7623

Federal Emergency Management Agency (FEMA), 1-800-621-FEMA

SCE:

Disaster Assistance, 1-800-250-7339

Payment Arrangements and Extensions, 1-800-655-4555 ✓

